Data Quality: UBO & TPOCS

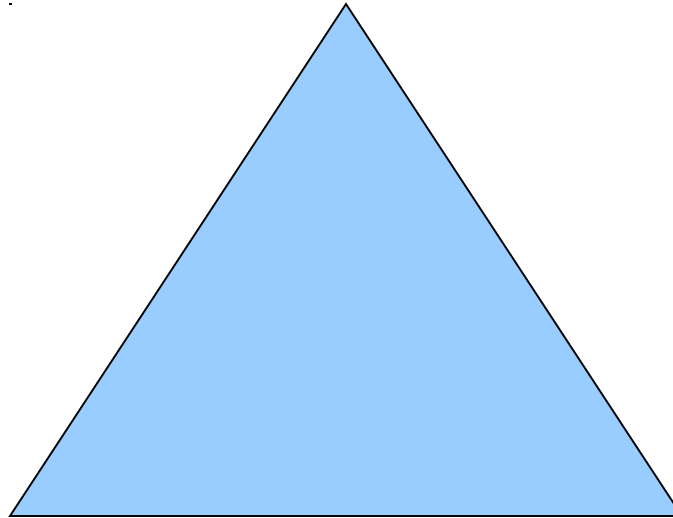Tom Sadauskas
TMA UBO Deputy PM

OUTLINE

- Uniform Business Office (UBO)
- MTF Revenue Cycle
- Data Quality Characteristics
- Data Quality and How it Affects Each Phase of the Revenue Cycle
- UBO Success Factors
- Third Party Outpatient Collection System (TPOCS)
- Resources

UNIFORM BUSINESS OFFICE

Third Party Collections (TPC)
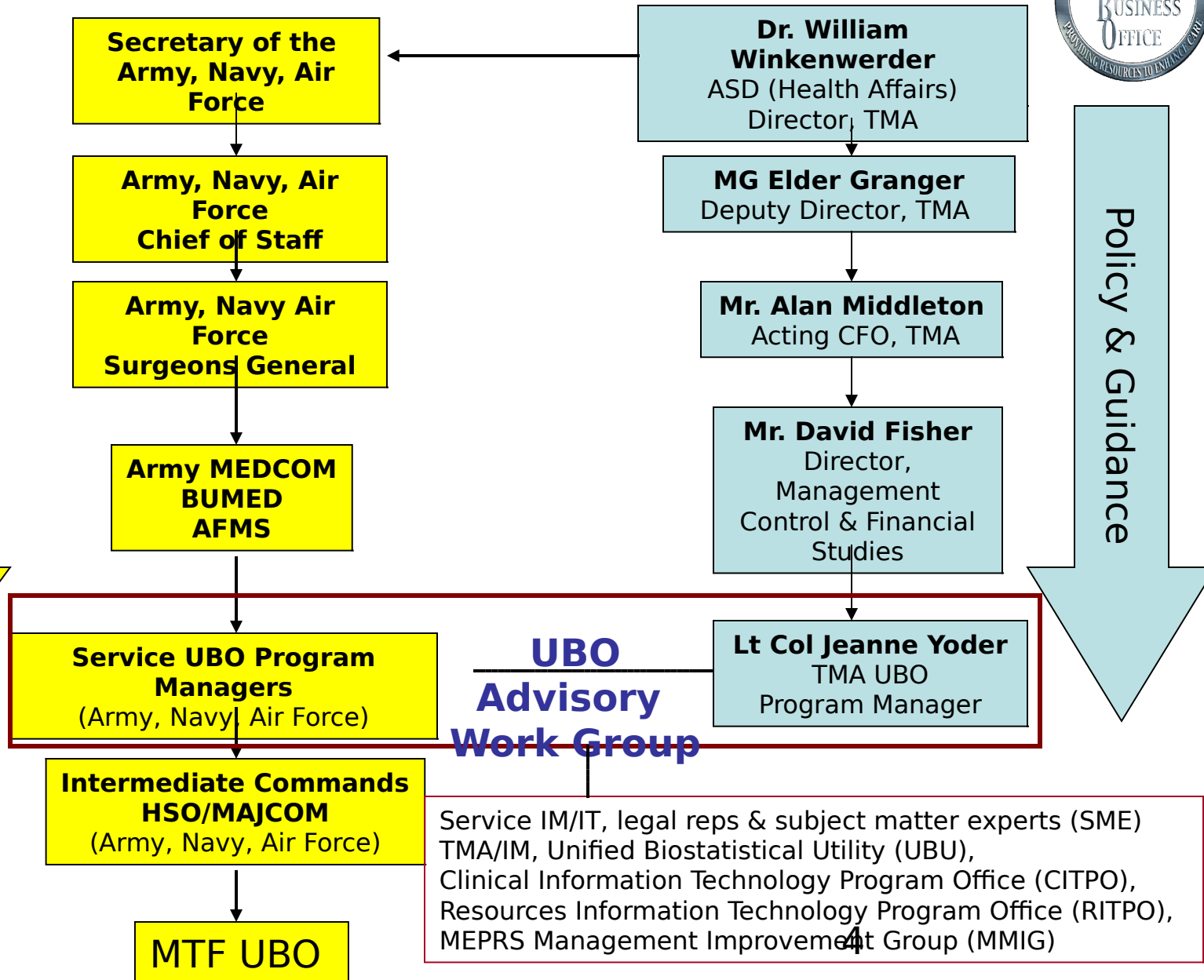
Medical Services Account (MSA)

Medical Affirmative Claims (MAC)

UBO Organization Chart

TRICARE Management Activity

Command - Control - Execution

Policy & Guidance

UNIFORM BUSINESS OFFICE
PROVIDING RESOURCES TO ENHANCE CARE

Secretary of the Army, Navy, Air Force

Army, Navy, Air Force Chief of Staff

Army, Navy Air Force Surgeons General

Army MEDCOM BUMED AFMS

Dr. William Winkenwerder
ASD (Health Affairs)
Director, TMA

MG Elder Granger
Deputy Director, TMA

Mr. Alan Middleton
Acting CFO, TMA

Mr. David Fisher
Director, Management Control & Financial Studies

Service UBO Program Managers
(Army, Navy, Air Force)

UBO Advisory Work Group

Lt Col Jeanne Yoder
TMA UBO Program Manager

Intermediate Commands HSO/MAJCOM
(Army, Navy, Air Force)

Service IM/IT, legal reps & subject matter experts (SME)
TMA/IM, Unified Biostatistical Utility (UBU),
Clinical Information Technology Program Office (CITPO),
Resources Information Technology Program Office (RITPO),
MEPRS Management Improvement Group (MMIG)

MTF UBO

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Direct Care TPCP
FY03 – FY06 - Billed & Collected

TRICARE Management Activity

UNIFORM BUSINESS OFFICE — PROVIDING RESOURCES TO ENHANCE CARE

($ Millions)

Service	*FY03 Billed -- Collected	*FY04 Billed -- Collected	*FY05 Billed -- Collected	*FY06 Billed -- Collected
Outpatient				
Army	$37.6 $18.7	$40.8 $21.9	$48.6 $24.7	$47.5 $23.7
Navy	$19.0 $10.8	$21.6 $14.6	$24.2 $13.4	$22.2 $12.3
Air Force	$49.5 $18.3	$67.2 $30.6	$70.2 $26.1	$79.9 $28.6
Total	**$106.1 $47.8**	**$129.6 $67.1**	**$143.0 $64.2**	**$149.6 $64.6**
Inpatient				
Army	$44.6 $20.9	$42.8 $22.5	$39.3 $21.4	$43.6 $20.2
Navy	$19.5 $9.3	$19.9 $10.0	$20.1 $9.4	$17.1 $7.1
Air Force	$33.9	$26.9	$26.7	$23.5

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Direct Care TPCP
1st Qtr - Billed & Collected ($ Millions)

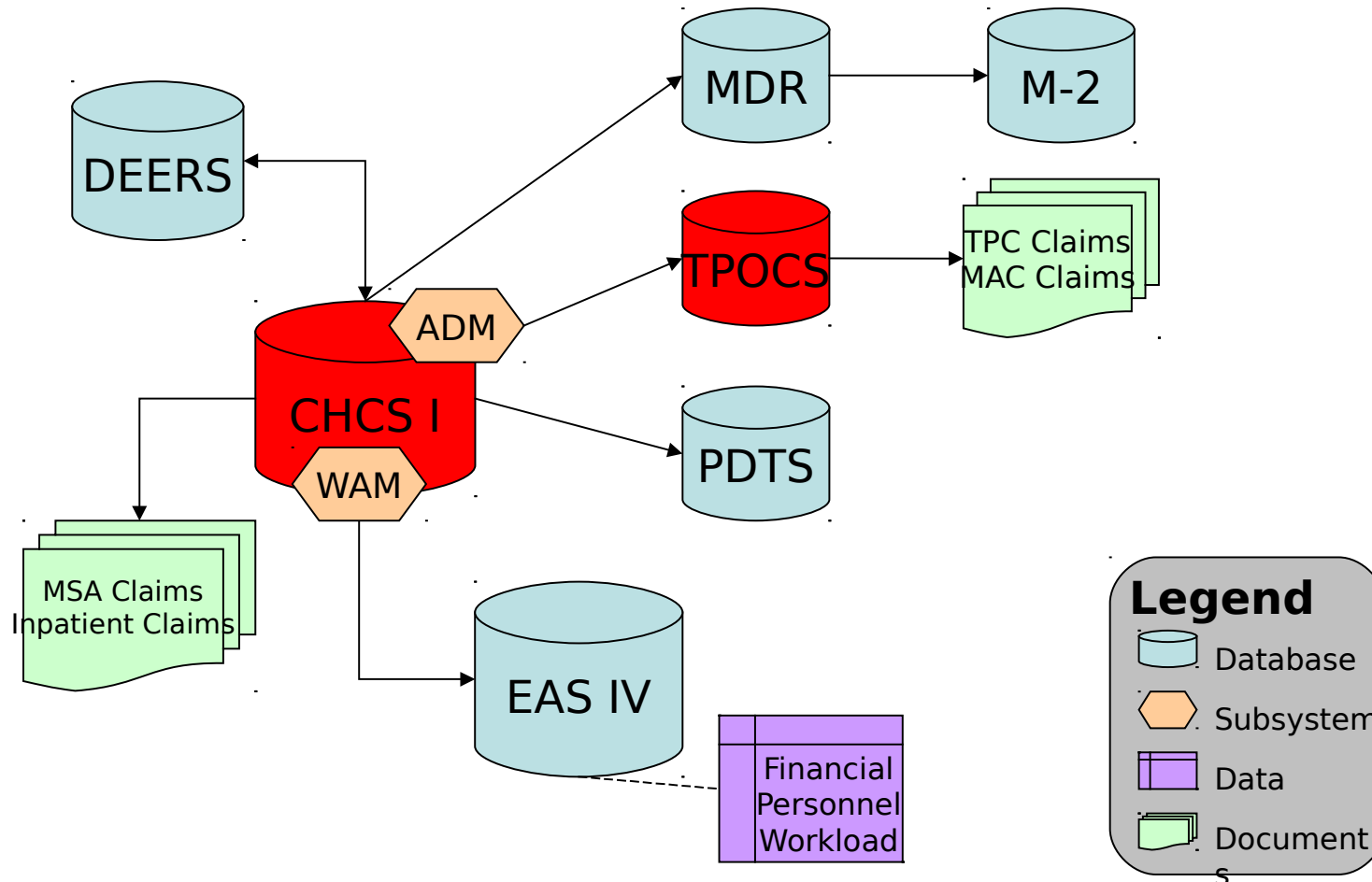| Service	*FY04 Billed -- Collected		*FY05 Billed – Collected		*FY06 Billed -- Collected		*FY07 Billed – Collected	
Outpatient								
Army	$3.1	$4.8	$4.8	$5.6	$7.5	$6.4	$13.4	$8.1
Navy	$1.8	$3.2	$2.9	$3.4	$3.1	$3.5	$5.6	$4.0
Air Force	$8.6	$5.9	$8.3	$3.7	$13.6	$7.6	$34.7	$10.7
Total	**$13.5**	**$13.9**	**$16.0**	**$12.7**	**$24.2**	**$17.5**	**$53.7**	**$22.8**
Inpatient								
Army	$7.0	$4.7	$6.8	$5.9	$7.8	$4.4	$6.7	$3.5
Navy	$2.1	$1.9	$3.8	$2.1	$3.9	$2.0	$3.6	$2.2
Air Force	$3.5	$3.7	$4.4	$1.8	$5.8	$2.8	$3.3	$1.8

*NOTE: Collected includes dollars for healthcare services provided in previous FYs and may exceed current FY billings.
Data source: MTF DD 2570 as reported to the TMA UBO Metrics Reporting System

DATA QUALITY CHARACTERISTICS

- Accurate
- Complete
- Concise
- Cost-effective
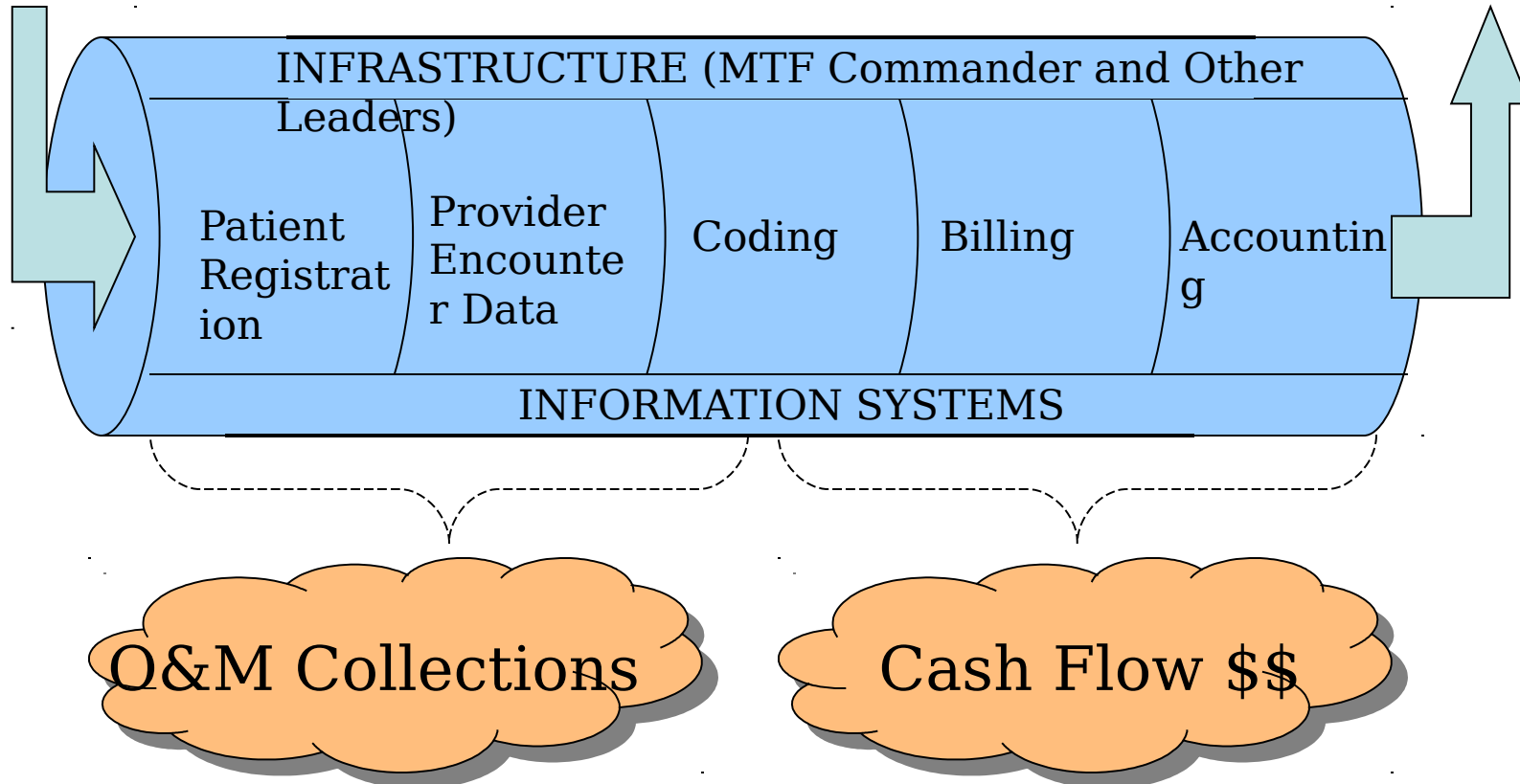- Relevant / Timely / Up-To-Date
- Presentation
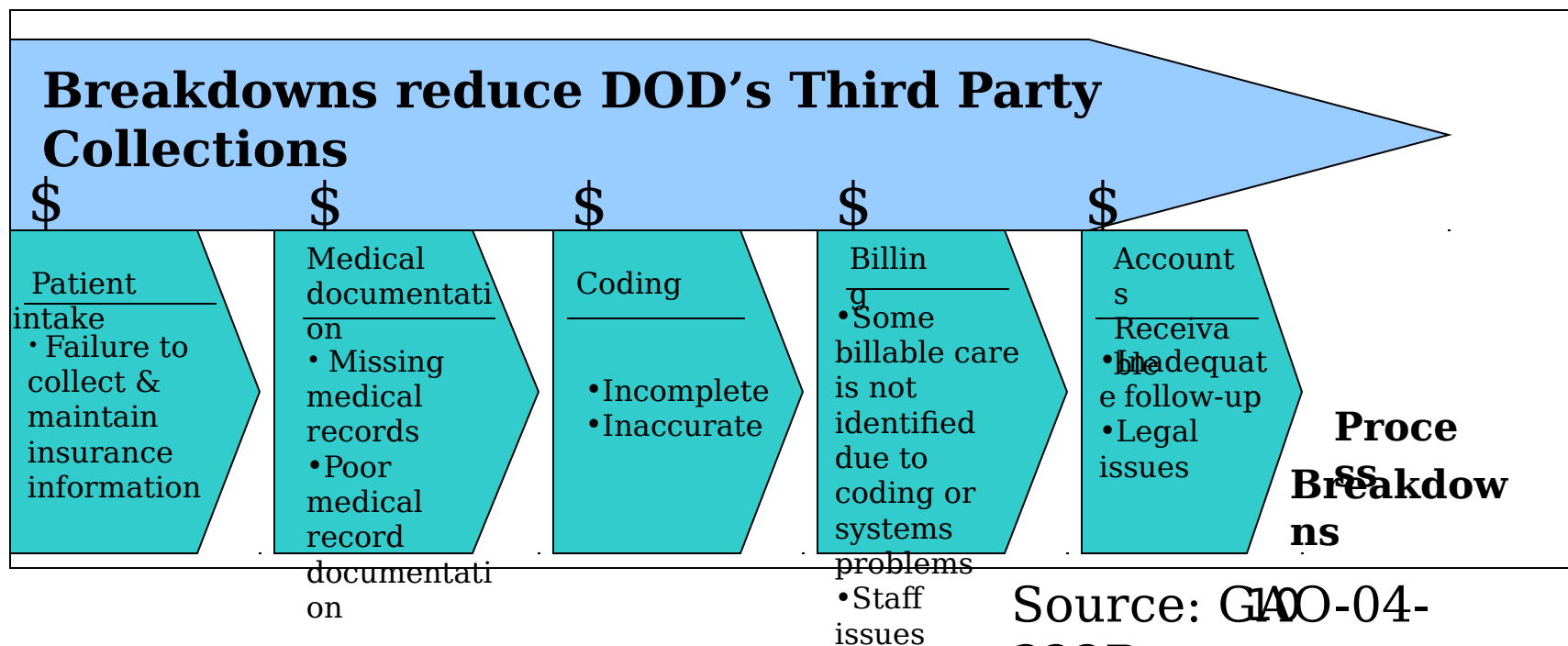- Consistent

EXISTING UBO SYSTEMS

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MTF REVENUE CYCLE

Information / Data   **Cash**

INFRASTRUCTURE (MTF Commander and Other Leaders)

| Patient Registration | Provider Encounter Data | Coding | Billing | Accounting |

INFORMATION SYSTEMS
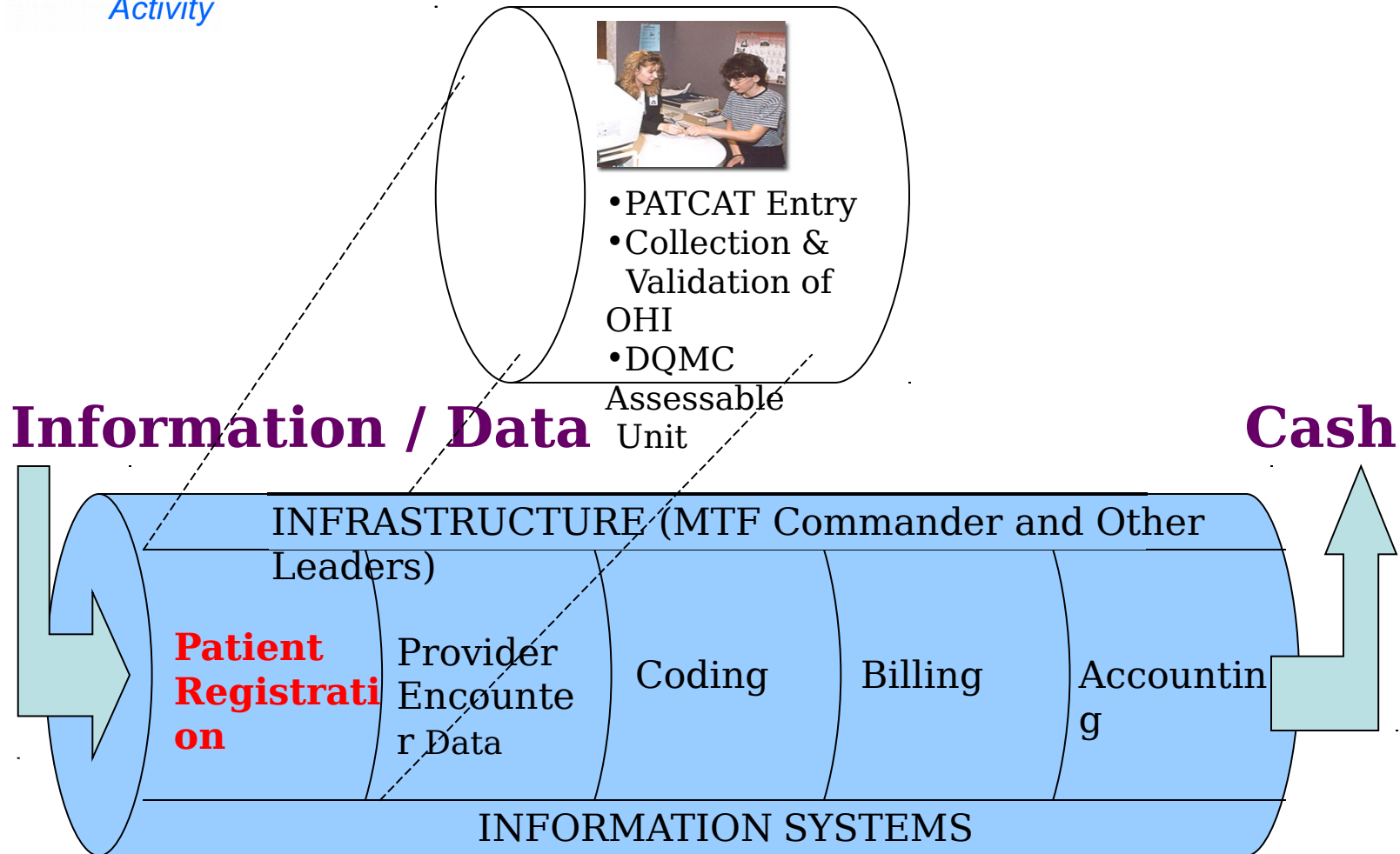
O&M Collections

Cash Flow $$

GAO REPORT FINDINGS

- Results from a February 2004 GAO report identified breakdowns in each phase of the revenue cycle and the resulting adverse effects on collections

Breakdowns reduce DOD's Third Party Collections

$ $ $ $ $

Patient intake	Medical documentation	Coding	Billing	Accounts Receivable
• Failure to collect & maintain insurance information	• Missing medical records • Poor medical record documentation	• Incomplete • Inaccurate	• Some billable care is not identified due to coding or systems problems • Staff issues	• Inadequate follow-up • Legal issues

Process Breakdowns

Source: GAO-04-322R

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PATIENT REGISTRATION

- PATCAT Entry
- Collection & Validation of OHI
- DQMC Assessable Unit

Information / Data

Cash

INFRASTRUCTURE (MTF Commander and Other Leaders)				
Patient Registration	Provider Encounter Data	Coding	Billing	Accounting
INFORMATION SYSTEMS				

Importance of <u>Accurate</u> PATCAT Entry

- Patient Category (PAT) determines the reimbursable rate (if any) for healthcare
  - Over 300 PATCATs to select from
- Challenge of Patients with Multiple PATCATs
  - Spouse of AD Member who is a Reservist and employed as a Federal Employee
- Whose responsible for training/accuracy?
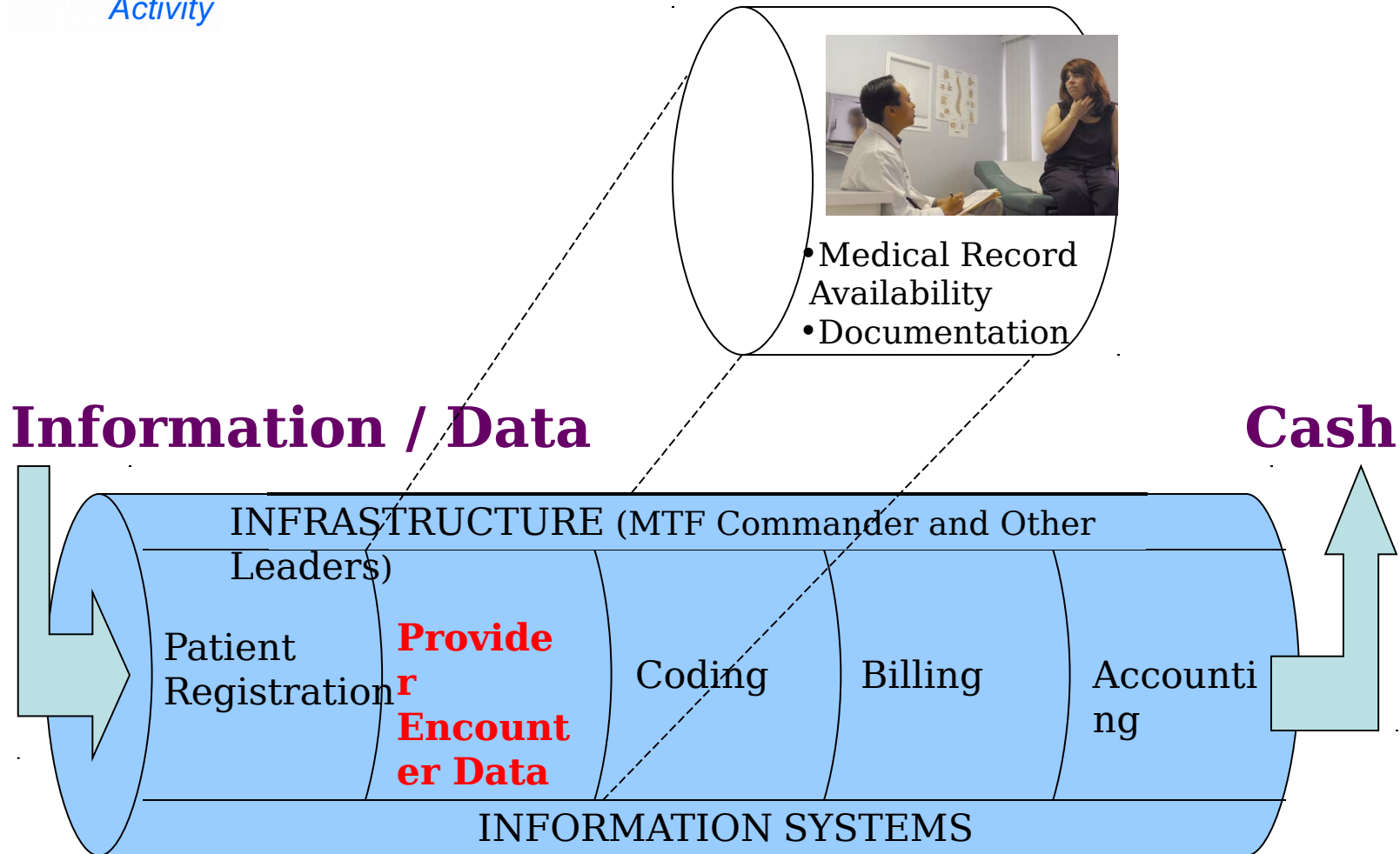
Medical Affirmative Claims (MAC)

- Are all patient injuries being identified for JAG review as possible MAC cases?
  - Active Duty Included
- Is anyone training your intake personnel to identify potential MAC claims?
  - If no one is responsible then it's not getting done
- How much is your MTF losing in unidentified MAC cases?

Other Health Insurance (OHI) Information

- Use DD Form 2569 to capture OHI information about your patients
  - All Non-Active Duty Patients required to complete it every 12 months or if data changes
  - OHI needs to be entered into CHCS or it "doesn't exist" for billing purposes
  - Direct correlation between presence of a current DD Form 2569 in patient record and rate of TPC billing
  - Reported monthly in Commander's DQ Report

PROVIDER DATA

- Medical Record Availability
- Documentation

Information / Data

Cash

INFRASTRUCTURE (MTF Commander and Other Leaders)

| Patient Registration | **Provider Encounter Data** | Coding | Billing | Accounting |

INFORMATION SYSTEMS
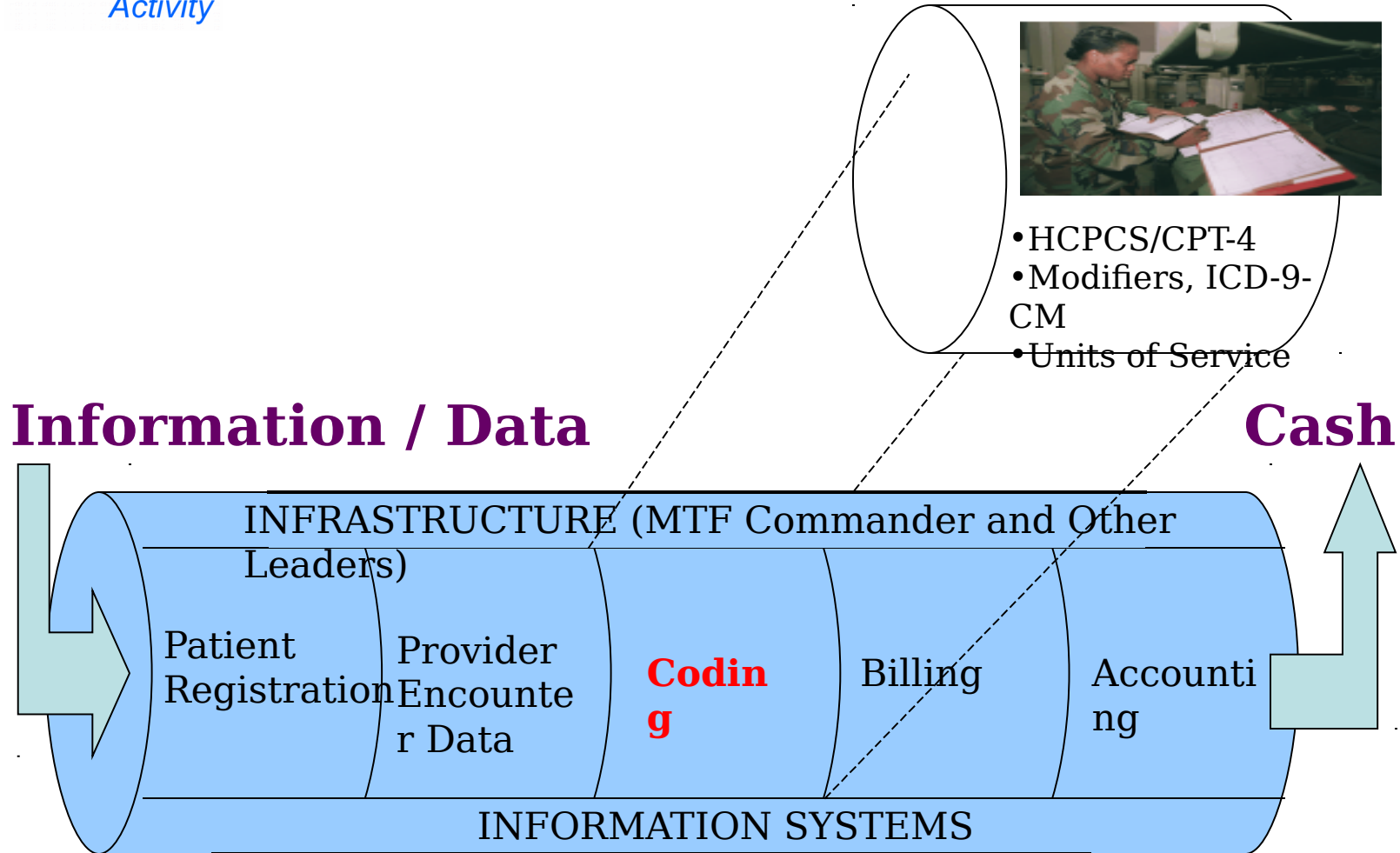
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CHCS Provider Specialty Codes (PSC)

- Set of codes unique to CHCS

- Current business rules preclude TPOCS from receiving ADM encounters with blank PSCs or PSCs > 900
    - (exception of 901 – Physicians Assistant)
    - 702 (Clinical Psychologist) versus 954 (Psychology)

- Site visit to large medical center found 20% of PSCs fields were blank
    - Billable ADM encounter never reaches TPOCS

Correcting the CHCS Provider Specialty Codes (PCS)

- Get your site's most current CHCS Provider Profile and review the PSC fields for accuracy
  - No blank fields
  - Billable providers have PSC under 900 (plus 901 – Physicians Assistant)
- Determine whose responsible for maintaining the PSC fields and TRAIN THEM!!!
- Periodically review the PSC fields to make sure the problem really has been <u>permanently</u> fixed

CODING

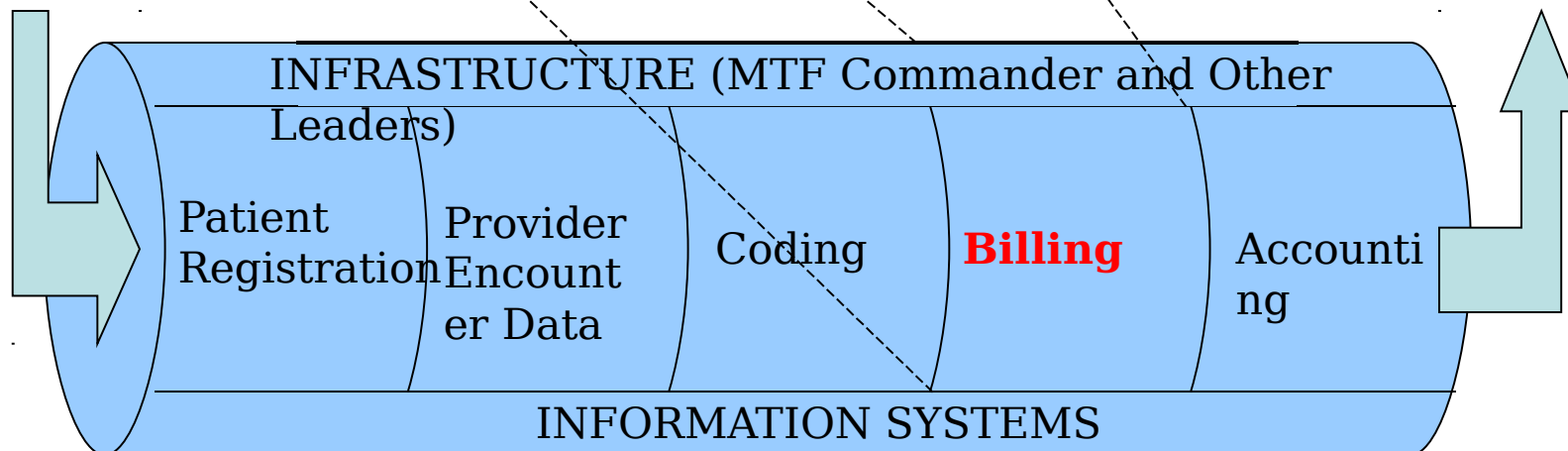- HCPCS/CPT-4
- Modifiers, ICD-9-CM
- Units of Service

Information / Data

Cash

INFRASTRUCTURE (MTF Commander and Other Leaders)

| Patient Registration | Provider Encounter Data | **Coding** | Billing | Accounting |

INFORMATION SYSTEMS

BILLING

- Insurance Verification
- Claim Form Data & Line Item Billing

Information / Data   **Cash**

INFRASTRUCTURE (MTF Commander and Other Leaders)

Patient Registration	Provider Encounter Data	Coding	**Billing**	Accounting

INFORMATION SYSTEMS

ACCOUNTING

- Account Follow-Up
- Payment Posting
- Denial Management

Information / Data

Cash

INFRASTRUCTURE (MTF Commander and Other Leaders)

| Patient Registration | Provider Encounter Data | Coding | **Billing** | Accounting |

INFORMATION SYSTEMS
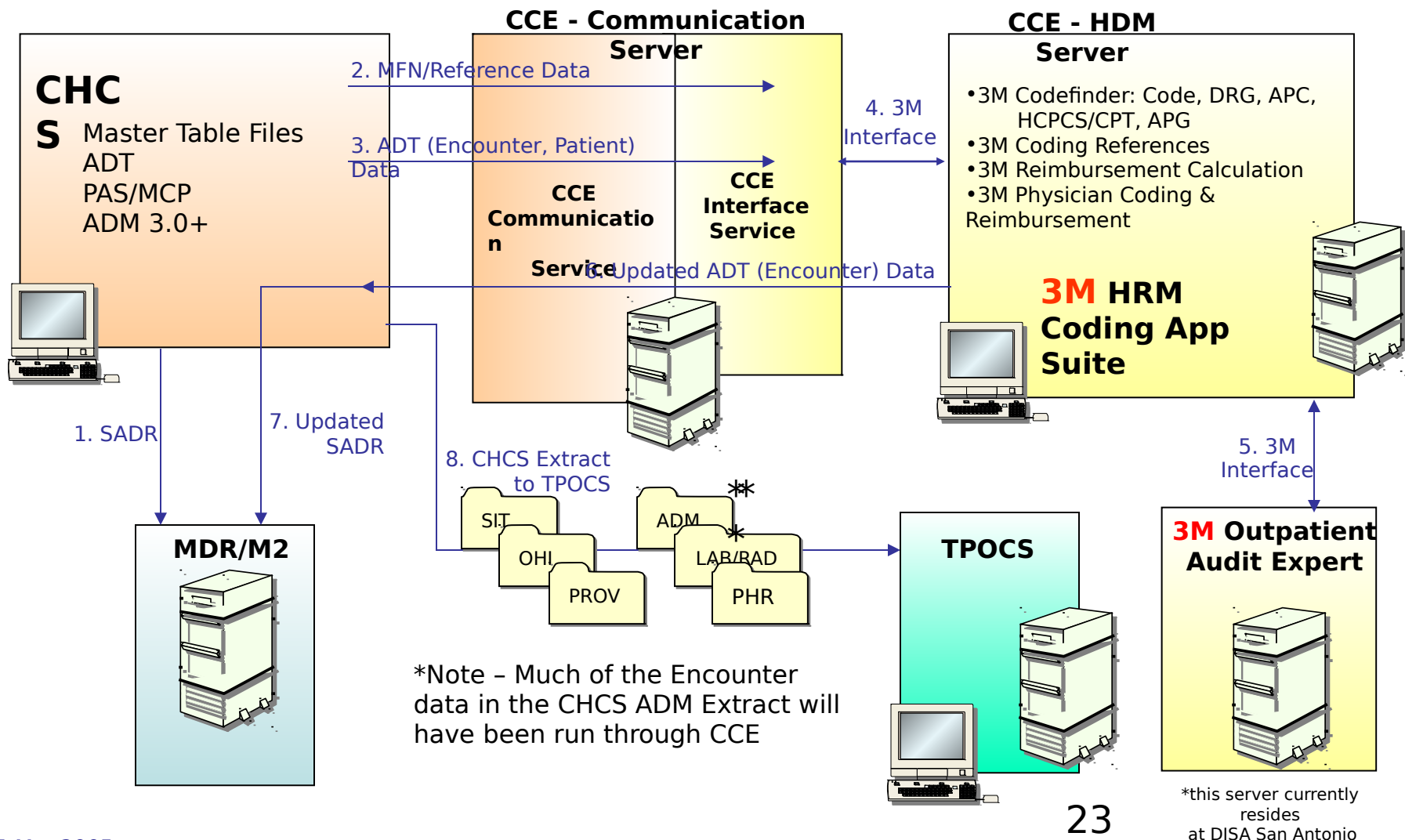
UBO SUCCESS FACTORS

- What are the Focus Points?
  - MTF Revenue Cycle
    - Team Effort (not the just the UBO's challenge)
    - Staff Education & Training
    - Electronic Interfaces
  - Leadership Involvement
    - Stress the need to complete the OHI forms (DD2569s)
    - Brief them on UBO Performance (OHI Capture, Billings & Collections)

TPOCS: BILLING SYSTEM

- What is TPOCS?
  - Government Off-The Shelf System (GOTS) for billing TPC
- Relationship to other systems
  - Provider Specialty Codes
  - Collection of OHI in CHCS
  - Centralized OHI Repository on DEERS
- Future enhancements
  - Patient Accounting System (PAS)/ Charge Master Based Billing (CMBB) to replace TPOCS and CHCS MSA Module for TPC, MSA & MAC billing

Coding & Compliance Editor (CCE)
Interface View

TRICARE Management Activity

UNIFORM BUSINESS OFFICE
PROVIDING RESOURCES TO ENHANCE CARE

CHCS
Master Table Files
ADT
PAS/MCP
ADM 3.0+

CCE - Communication Server

CCE Communication Service

CCE Interface Service

CCE - HDM Server
- 3M Codefinder: Code, DRG, APC, HCPCS/CPT, APG
- 3M Coding References
- 3M Reimbursement Calculation
- 3M Physician Coding & Reimbursement

3M HRM Coding App Suite

2. MFN/Reference Data

3. ADT (Encounter, Patient) Data

4. 3M Interface

6. Updated ADT (Encounter) Data

1. SADR

7. Updated SADR

8. CHCS Extract to TPOCS

5. 3M Interface

MDR/M2

SIT
OHI
PROV
ADM
LAB/RAD
PHR
✳✳
✳

TPOCS

3M Outpatient Audit Expert

*Note – Much of the Encounter data in the CHCS ADM Extract will have been run through CCE

*this server currently resides at DISA San Antonio

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25-Mar-2005

RESURCES

- ## UBO Web Page
  http://www.tricare.mil/ocfo/mcfs/ubo/index.cfm

- ## RITPO Web Site
  https://ritpo.satx.disa.mil/main.asp

- ## TPOCS-CCE Support Web Site
  http://tpocshelpdesk.com

- ## UBO Help Desk
  - ubo.helpdesk@altarum.org
  - 703-575-5385

- ## CITPO Web Site
  http://citpo.ha.osd.mil/

QUESTIONS?

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